

Amendment Dated June 25, 2004

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

1. (currently amended) A communication assistance system comprising:
a first database having a plurality of listings therein, each of said listings having at least one contact name and a corresponding contact number;
[telephony hardware, the telephony hardware coupling] a switching device configured to direct a communication from a telephone device of a user to said system; and
a past requested listing table for at least one of said users of said system, configured to store [past] prior requested listings obtained from said database, as previously requested by said user, wherein when said user contacts said system with said telephone device, said system recognizes said user and [forwards], prior to said user making any directory search requests, retrieves at least a portion of said stored prior requested listings from said past requested listing table [to] and delivers them to a[n] customer service representative at an operator terminal of said system.

2. (original) The communication assistance system according to claim 1, wherein said telephone device is a mobile telephone.

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3. (currently amended) The communication assistance system according to claim 1, wherein said listings in said past requested listing table [maintain] are assigned to a corresponding category field.

4. (currently amended) The communication assistance system according to claim 3, wherein said category fields [may] include designations for any one of restaurants, [1-800 numbers,]personal contacts, airlines, hotels, movies and entertainment listings.

5. (currently amended) The communication assistance system according to claim [4] 6, further comprising a top requested listings sub-table configured to store and organize the most requested listings found in said past requested listing table. [based on the designations contained in the category field.]

6. (new) The communication assistance system according to claim 1, wherein said past requested listing table maintains a counter field, said counter field configured to store the number of times said stored listings have been requested by said user.

7. (new) A communication assistance system comprising:
a first database having a plurality of listings therein, each of said listings having at least one contact name and a corresponding contact number;
a switching device configured to direct a communication from a telephone device of a

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user to said system; and

a past requested listing table for at least one of said users of said system, configured to store prior requested listings, as previous requested by said user, wherein when said user contacts said system with said telephone device, said system recognizes said user and, prior to said user making any directory search requests, retrieves at least a portion of said stored prior requested listings from said past requested listing table.

8. (new) The communication system as claimed in claim 7, wherein said past requested listing table is forwarded to an operator terminal of said system.

9. (new) The communication system as claimed in claim 8, wherein said listing, stored on said past requested listing table is masked to said operator.

10. (new) The communication system as claimed in claim 7, wherein said past requested listing table is transmitted to said telephone device of said user, wherein said user retrieves a listing contained in said past requested listing table stored in said telephone device of said user.

11. (new) The communication system as claimed in claim 10, wherein said listings, masked in said first database remain masked when transmitted to said telephone device of said user.

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12. (new) The communication system as claimed in claim 7, wherein said past requested listing table further maintains a requester call number field corresponding to said user's telephone number.

13. (new) The communication system as claimed in claim 7, wherein said past requested listing table further maintains a time and date field corresponding to the time and date at which a particular listing, stored in said past requested listing table, was requested by said user.

14. (new) The communication system as claimed in claim 13, wherein said past requested listing table further maintains a counter field corresponding to the number of times that a particular listing, stored in said past requested listing table, was requested by said user.

15. (new) The communication system as claimed in claim 14, wherein said past requested listing table maintains a separate entry each time a particular listing is requested by said user.

16. (new) The communication system as claimed in claim 14, wherein said past requested listing table maintains a single entry for each particular listing requested by said user, indicating the total number of times said listing was requested in said counter field.

17. (new) The communication system as claimed in claim 16, wherein said time entry

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in said time and date field for said entry includes information corresponding to the last time and date said listing was requested by said user.

18. (new) The communication system as claimed in claim 14, wherein said past requested listing table further maintains a category field configured to indicate the category of said listing, stored in said past requested listing table.

19. (new) The communication system as claimed in claim 18, wherein category field maintains a category indicator including any one of recreational, movies, restaurants, commercial stores, airlines, hotels, taxis and personal numbers.

20. (new) The communication system as claimed in claim 18, wherein said past requested listing table further maintains a category rank field, configured to compute the ranks for each of said listings, based on the number of times a particular listing was requested by said user.

21. (new) The communication system as claimed in claim 20, wherein said past requested listing table further maintains a top ranked requests sub-table configured to organize the most requested listings by said user, based on information from said category field.

22. (new) The communication system as claimed in claim 21, wherein said top ranked requests sub-table is configured to store a specified number of most requested listing by said user

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for each category.

23. (new) The communication system as claimed in claim 21, wherein said top ranked requests sub-table is updated periodically.

24. (new) The communication system as claimed in claim 7, wherein said past requested listing table is configured to store said requested listings for a specified amount of time.

25. (new) The communication system as claimed in claim 24, wherein said set amount of time is reset, each time a particular listing is requested by said user.

26. (new) The communication system as claimed in claim 24, wherein said set amount of time is modified based on the number of times said listing is requested by said caller.

27. (new) The communication system as claimed in claim 24, wherein said set amount of time is configured so as to achieve a desired target probability that a listing, requested by said user, is found on said past requested listing table.

28. (new) The communication system as claimed in claim 7, wherein said past requested listing table adds listings related to said listings already stored on said past requested listing table.

29. (new) The communication system as claimed in claim 7, wherein said past requested listing table updates periodically.

30. (new) The communication system as claimed in claim 29, wherein said past requested listing table is updated manually by said user via any one of HTTP (Hyper Text Transfer Protocol), WAP (Wireless Application Protocol) and SMS (Short Message Service).

31. (new) The communication system as claimed in claim 7, wherein said past requested listing table is billed to said user as an additional feature.

32. (new) The communication system as claimed in claim 31, wherein said past requested listing table is billed to said user as an individual charge for each listing connected to from said past requested listing table.

33. (new) The communication system as claimed in claim 31, wherein said past requested listing table is billed to said user as an overall charge for maintaining said past requested listing table.

34. (new) The communication system as claimed in claim 31, wherein said past requested listing table is billed to said user based on the rate at which said past requested listing table is updated.

35. (new) A method for operating a communication assistance system, said method comprising the steps of:

storing a plurality of listings in a first database, each of said listings having at least one contact name and a corresponding contact number;

directing a communication from a telephone device of a user to said system;

storing prior requested listings as previously requested by said user in a past requested listing table, wherein when said user contacts said system with said telephone device, said system recognizes said user and, prior to said user making any directory assistance requests, retrieves at least a portion of said stored prior requested listings from said past requested listing table.

36. (new) The method as claimed in claim 35, further comprising the step of maintaining a category field in said past requested listing table configured to indicate the category of said listing, stored in said past requested listing table.

37. (new) The method as claimed in claim 35, further comprising the step of maintaining a specified quantity of listings on said past requested listing table.

38. (new) The method as claimed in claim 37, wherein said specified quantity of listings are maintained to as to achieve a desired target probability that a listing, requested by said user, is found on said past requested listing table.

39. (new) The method as claimed in claim 35, further comprising the step of transmitting said past requested listing table to said telephone device of said user.

40. (new) The method as claimed in claim 39, further comprising the step of retrieving a listing contained in said past requested listing table, stored in said telephone device of said user.

41. (new) The method as claimed in claim 35, further comprising the step of adding listings to said past requested listing table, said added listings related to said listings stored on said past requested listing table.

42. (new) The method as claimed in claim 35, further comprising the step of a user, manually updating said past requested listing table via any one of HTTP (HyperText Transfer Protocol), WAP (Wireless Application Protocol) and SMS (Short Message Service).

43. (new) The method as claimed in claim 35, further comprising the step of masking said stored listing so that said user can not see the telephone number of the requested listing.

44. (new) The method as claimed in claim 35, further comprising the step of masking said stored listing so that a customer service representative of said communication system can not see the telephone number of the requested listing.

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45. (new) The method as claimed in claim 35, further comprising the step of delivering a portion of said past requested listings to a customer service representative at an operator terminal of said system.